# GOVERNMENT OF INDIA
# PETROLEUM AND NATURAL GAS
# LOK SABHA

UNSTARRED QUESTION NO:1775
ANSWERED ON:08.03.2001
COMPLAINTS AGAINST PETROL PUMPS IN UTTARANCHAL
ALE NARENDRA

**Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:**

(a) the number of petrol pumps in Uttaranchal against whom complaints have been received District-wise;

(b) whether the Government have conducted any enquiry against them; and

(c) if so, the outcome thereof ?

## Answer

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS ( SHRI SANTOSH KUMAR GANGWAR )

(a) : After the Uttaranchal State was formed with effect from 09.11.2000, no complaint was received against the petrol pumps in that State.

(b) & (c) : Does not arise in view of (a) above.

The complaints received against Petrol Pumps in Uttaranchal are as under:-

Sl.No.
Name of the Retail Outlets/ Location
District
Name of the Complainant
Date of Complaint
Remarks

1.
The complaint was of a General nature against Retail Outlets in Dehradun City
Dehradun
Shri Hem Chandra Saklani, Dehradun
23.09.1999
The complaint was with regard to Retail Outlets in Dehradun city giving short delivery

2.
Mussorie Filling Station, Mussorie
Dehradun
Anonymous
22.11.1999
The complaint was with regard to short delivery, Adulteration, non availability of water/Air facility and poor customer service. The RO was inspected and all mandatory facilities were found available.

3.
M/s. Gurudev Petroleum , District Haridwar
Haridwar

26.02.2000
The complaint was with regard to misbehaviour by staff & suspected short delivery. RO was inspected and no short delivery was detected. A warning letter was issued to the dealer for misbehaviour by his staff.